



We are Accountable - to the highest ethical, safety, clinical and professional standards. We fully embrace our responsibility as a healthcare provider and, more broadly, our responsibility to human rights and a sustainable environment.

We Care - for our teams, those we care for and our partners. Our empathetic approach sets us apart.

We are team Players - embracing diversity of our talents, we work together towards a common goal. Our aim is to deliver the best outcomes for our people, those we care for and our partners.

We are leaders - in every aspect of what we do. We use a blend of the best people, technology, education and expertise to create innovative solutions

We understand your needs - whether you are a member of our team, someone we care for or one of our partners. We strive to create a lasting relationship.

Statement

HCA's Customer Service Charter underpins our commitment to the delivery of services and best practice, to all people with a disability that we support or who access our services. With a person-centred approach, we are committed to the respect of cultural and linguistic diversity.

HCA – Provides services to all Customers with a disability across Australia where the individual is funded under the NDIS, HCA aims to provide a clear understanding of the standards of services you will receive from us and all rights and responsibilities in line with the National disability Standards and NDIS Practice Standards.

HCA is committed to:

- Treating you with respect and dignity
- Respecting your privacy and confidentiality and ensuring that your personal information is protected at all times
- Meeting our legislative obligations including the disability act, the human rights charter, the national disability service standards and other state standards that are in place
- Improving our services through feedback from you, your family, friends and advocates
- Delivering services according to your plan
- Updating and adjusting your plan to meet your needs or if there are changes in your plan that need to be made to achieve your new goals
- Ensuring that you are involved in all the aspects of your supports to meet your needs and goals.
- Ensuring that you have information to access an advocate service or a nominated support person to assist and support you in all aspects of the service delivery
- Promote and support you enabling your right to change your services and supports at any time
- Monitoring the quality of services provided to you in a holistic and person-centred approach
- Meeting international standards for quality managed services ISO 2009 Certification

- Meeting standard requirements through regular auditing of internal and external processes
- Promoting safe work practises to protect your safety and that of our staff
- Ensure that all our staff are professional, respect your choices and demonstrate the commitment that HCA have to your rights and responsibilities at all times.

Your Rights – As a Customer of HCA you have rights to:

- Provide feedback or raise a complaint about how you feel you have been treated without fear or resentment and to respect the privacy of your complaint/feedback
- Have access to services that meet your needs, with free will to exit them at any time
- Receive information about your rights and responsibilities in an easy to read format allowing you to understand our services
- Receive support from qualified staff that can support you in your choices and to meet your needs and to achieve goals.
- Participate in selecting the right staff to meet your needs

Your Responsibilities – As a Customer of HCA we ask you to:

- Provide, to the best of your knowledge, all necessary and relevant information related to you so that HCA can provide services to you
- Work with the staff that support you to achieve the best possible outcomes to meet your needs and goals
- To inform HCA as soon as possible if there are any changes to your supports or service needs
- To inform HCA if there are any changes in your NDIA plan package
- To inform HCA if there are any changes in your financial circumstances
- To inform HCA if there are any changes in your guardian or advocate details
- To inform HCA if there are any concerns, issues of feedback that HCA need to address or report

Your rights under the charter

Rights Statement	Describes how your rights are respected
Diversity Statement	Describes diversity and you
Privacy Statement	Describes how your personal information is used and stored
Choice Statement	Describes advocacy and the role of an advocate
Risk Statement	Describes the dignity of risk principle
Medication Statement	Describes how HCA can support you with your medication
Money Statement	Describes financial matters and handling of monies
Transport Statement	Describes HCA's transport methods

Rights Statement



Rights Statement

Healthcare Australia's (HCA's) focus is on reducing risk and vulnerability, increasing safety and autonomy, and promoting a systematic approach to safeguarding Clients.

This policy aims to strengthen the systems and mechanisms that provide effective and reliable safeguards for aged clientele, promoting a culture of empowerment.

Healthcare Australia (HCA) affirms the right of all people to live their lives free from neglect, abuse, and exploitation. If HCA becomes aware of an instance of abuse or neglect, we shall respond promptly, professionally, and compassionately to address the situation in accordance with legislative, compliance and human rights conventions and requirements applicable to Healthcare Australia (HCA)

Healthcare Australia (HCA) has a duty of care to ensure that the rights of our Clients are respected, their wellbeing safe guarded and that they are not exposed to any form of abuse or neglect while in any of our services.

In our efforts to provide and to adhere to human rights principles and legislation Healthcare Australia (HCA) will ensure that:

Client decision making and right to self-determination is adhered too. Clients, staff, and other relevant people are made aware of their rights. HCA actively support staff in understanding and implementing human rights principles through the provision of training.

Rights Principles

Yours Rights.

- everyone has the right to live their life safely and free from abuse, violence, neglect, and fear
- everyone has the right to make choices about their life
- everyone has the right to be treated with respect and dignity by everyone at all times

HCA's Responsibilities

- HCA have a duty of care to prevent abuse and neglect for the Clients using our services and for all employees that work for HCA.

- HCA do this by having strategies in place to ensure the right staff support Clients, and that they can identify if someone is being abused.
- HCA train staff to be aware if a Client or anyone else is suspected of abuse or neglect.
- HCA have reporting guidelines in place to protect everybody from abuse and neglect.
- HCA can also help Clients to understand what abuse and neglect means to protect them from this happening to them

HCA will ensure the customer is safe at all times and can support the customer to be able to discuss any issues or concerns that they might feel or have.

Types of Abuse & Neglect

There are different kinds of abuse and they may include:

- Physical abuse – when someone hurts you by slapping, hitting, pushing, shaking, shoving, or restraining you. It also includes giving you extra or not enough medication.
- Sexual abuse – when someone is making unwanted sexual approaches or behaving indecently towards.
- Emotional abuse – when someone intimidates, humiliates, or harasses you
- Financial abuse – when someone spends your money or takes your belongings without consent, miss uses an Enduring Power of Attorney, forces you to change your will, denies access to your own money.
- Neglect – when your supports and care is not meeting your basic needs
- Discrimination - when people treat you differently or unfairly because of who you are, your age, your abilities, what your beliefs are, and what your cultural background is.

There are a number of types of services to protect you and support you through any form of abuse and neglect. HCA can assist you in finding the right services if any of the above occurs or if you think you are at risk of this happening.

State/territory	Organisation or resource	Contact
<u>National</u>	NDIS Quality and Safeguards Commission	1800 035 544
<u>National</u>	Australian National Disability Abuse and Neglect Hotline	1800 880 052
<u>Australian Capital Territory</u>	ACT Human Rights Commission	02 6205 2222
<u>New South Wales</u>	Ageing and Disability Abuse Helpline	1800 628 221
<u>Northern Territory</u>	Northern Territory Police	131 444
<u>Queensland</u>	National Disability Abuse and Neglect Hotline	1800 880 052
<u>South Australia</u>	National Disability Abuse and Neglect Hotline	1800 880 052
<u>Victoria</u>	National Disability Abuse and Neglect Hotline	1800 880 052
<u>Western Australia</u>	Advocare Inc.	1300 724 679 (Perth) 1800 655 566 (rural)

References and related documents

- Customer Handbook
- NDIS standards
- NDIS Code of Conduct
- HCA Code of Conduct

Diversity Statement



Diversity Statement

Healthcare Australia (HCA) is committed to embracing and encouraging diversity to those accessing our services. HCA will strive to eliminate the barriers to be a diverse and inclusive organisation.

HCA is sensitive and responsive to all people regardless of their circumstances, including (but not limited to) their race, colour, sex, sexual orientation, language, religion, spiritual, political, or other opinion, national or social origin, or ability.

Diversity Principles

Building a diverse organisation requires the identification of barriers which prevent participation and accessing of services. Being able to specify measurable actions that can assist in building inclusion and accessibility to services regardless of the barriers.

These barriers may include:

- An individual's background, culture, customs, and beliefs including Aboriginal and Torres Strait Islander People and Culturally and Linguistically diverse people
- Lesbian, Gay, Bisexual, Transgender, and Intersex people
- People living in rural and remote areas
- People with mental health concerns and mental illnesses
- People living with a cognitive impairment
- People with a disability
- Parents separated from their children by forced adoption or removal
- Care-leavers
- People who are homeless or at risk of becoming homeless
- Veterans
- Socio or economic disadvantage

Diversity and inclusion at HCA encompass:

- Creating an inclusive culture in which difference is recognised and valued.
- Embracing workplace diversity and not discriminating on the basis of race, age, colour, sex, national or ethnic origin, physical or mental disability, political beliefs, sexual orientation, or religion
- Valuing diversity and appreciating the importance of cross-cultural knowledge, which aligns with our values of Integrity, Value, Collaboration, and Accessibility.

- A commitment to developing cultural competence at all levels of leadership within the company, through training and educating all staff and demonstrating a commitment to diversity.
 - Strengthening cultural awareness and cultural responsiveness by the demonstrated ability and skill of staff
 - Creating an environment and experience, where you as the client, feel safe and empowered

Actions

HCA will:

- Identify and address your individual needs and not “stereotype” you
- Not assume that all people from the same culture share the same customs, beliefs, and preferences, but understand how your culture preferences influence your care requirements, including medical, dietary and lifestyle.
- Support you to access communication services including translators and translated documents
- Work with other speciality groups or organisations
- Investigate other service delivery methods including digital technology to overcome the barrier of distance
- Liaise with other specialist health organisations/individuals
- Recognise our own barriers to enable us to care for a diverse population and support clients to find a more appropriate service, but with a focused commitment to improving our services for future clients

References and related policies

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies.

- Rights statement
- Choice statement
- Privacy Management Standard
- Customer handbook

Privacy Statement



Privacy Statement

Healthcare Australia (HCA) is committed to protecting an individual's right to privacy. We maintain the necessary internal control systems to ensure that information is secure and protected.

Privacy Principles

What is your personal information?

Your personal information is any information or an opinion (whether true or not) about you. It may range from the very sensitive (e.g., medical history or condition) to the everyday (e.g., address and phone number). We only collect personal information necessary for the purposes of processing requests you make of us, offering you services. Personal information includes sensitive information.

What is 'sensitive' information'?

Sensitive information is a special category of personal information. It is information or an opinion about your

- Racial or ethnic origin
- Political opinion
- Membership of a political association or religious beliefs, affiliations, or philosophical beliefs
- Sexual preferences or practices
- Criminal record
- Health or disability (at any time)
- It includes personal information collected to provide a health service.

HCA will only seek to collect sensitive information (e.g. health information, information about your racial or ethnic origin, any criminal record), if in our view it is necessary for the delivery of your service (for example, complying with legislation).

Sensitive information can, in most cases, only be disclosed with your consent.

What information do we collect, hold and use?

The type of personal information HCA may collect, and hold includes (but is not limited to):

- Your contact information such as full name, e-mail address, current postal address, and phone numbers
- Your date of birth
- Support plans
- Relevant payment or billing information (including bank account details, credit card details, billing address.
- Responses to questions or queries that HCA may ask you

- Information required to improve the services and information we provide

How will your information be collected?

Most information we hold is collected directly from you. We also collect information from publicly available websites, directories, and databases and via Facebook and other social media tools.

Specific ways that HCA may collect your information include:

- When you make an inquiry about using our services and support either directly or through our website
- When we receive information about you
- Information you have authorised a third party to pass on to HCA
- When you are named in feedback
- When we receive information about an insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest,
- When you provide us with any additional information about yourself.

HCA may also collect personal information in the normal course of business. This information is collected through meetings, phone calls, letters, faxes, e-mails, as well as agreements, documents, and dealings.

If, for any reason, HCA collects your personal information from another organisation, HCA will, whenever reasonable, make you aware of this fact and why your personal information was collected that way.

How will your information be used and disclosed?

HCA may use and disclose your personal information for the primary purpose for which it is collected or for the following purposes.

We will only disclose certain information if the disclosure is required or authorised by law or the disclosure is necessary for the business of HCA.

You consent to HCA, its contractors, employees, agents, and third-party service providers using and disclosing your personal information for the primary purpose for which it was collected or for verifying your identity in relation to:

- Our management of any complaint, feedback, investigation, or inquiry in which you are involved in
- Any insurance claim or proposal that requires disclosure of your personal or sensitive information
- To support your needs
- Through client feedback and surveys
- Asking for your participation in our campaigns
- Improving our web site and any services provided by HCA, including contacting you about those improvements and asking you to participate in surveys
- Direct marketing by, or on behalf of HCA, in relation to events, conferences and promotional activities (including by direct mail, telemarketing, e-mail, SMS and MMS messages)
- Providing information on our compliance with applicable laws
- Any other matters reasonably necessary to facilitate the primary purpose for which the personal information was collected.

E-mails

It is HCA's policy only to send e-mails to customers who give us permission to do so. You hereby consent to HCA sending you e-mails. Every e-mail will include instructions on how you may unsubscribe if you do not wish to receive any future e-mails

How can you gain access to your information to correct it if it is wrong?

Subject to some exceptions you have a right to see and have a copy of personal and sensitive information about you that HCA holds.

We will endeavour to ensure that:

- Your personal information is accurate, complete, and up to date and relevant for the purpose for which it was collected.
- Your personal information is protected from misuse, loss and from unauthorised access, modification, or disclosure, and;

- Your personal information that is no longer needed for any authorised purpose is destroyed or permanently de-identified where it is legal and reasonable to do so.

If you are able to establish that personal or sensitive information that we hold about you is not accurate, complete, or up to date, we will take every step to correct it so that it is accurate, completed and up to date.

If you wish to exercise your rights of access and correction, please refer to the section below: 'How to contact us'.

How do we store and protect the information we hold about you?

We will take steps to protect personal information held by HCA from misuse and loss and from unauthorised access, modification, or disclosure. We use physical security and restricted access to electronic records. We will store your personal information for a reasonable period of time necessary for us to provide services to you as required by law.

Specific consents

In addition to all the above, HCA will obtain your specific consent before:

- to provide access to your Client files to government officials (or their delegates) in the conduct of quality reviews or the investigation of complaints. These individuals are required to keep all information accessed through this process confidential.
- asking for your participation in our campaigns, and/ or.
- contacting you about improving our web site and/or any services provided by HCA, including asking you to participate in surveys, and/ or;
- Direct marketing by, or on behalf of, HCA, including in relation to events, conferences, and promotional activities (including by direct mail, telemarketing, e-mail, SMS, and MMS messages).

Actions

- You will be asked to sign a Client consent form prior to commencement of your services. The form details who you give consent for HCA to share, discuss or disclosure your information. Included is family, carers, emergency services, GP, medical specialists, other aged care providers, Centrelink.
- The consent form also contains how you would like to respond in the event you are not at home for a scheduled visit.
- Consent to share personal information can be withdrawn at any time
- Information about your right to privacy is detailed in the Client handbook
- You have a right to request access to your information
- Consumers files and other information are securely stored electronically – all hardcopies are destroyed once electronically copied and attached to your electronic file
- The provision of information to people outside the service is authorised by your Care Coordinator/Client Services Officer
- HCA will not discuss you or your support with people not directly involved in your support
- Privacy processes and systems are regularly audited as part of our audit programme and staff, Clients and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made.

How to contact us:

You can contact HCA via phone, email or in person at our offices throughout Australia.

- To update personal information
- Request access to your records

References and related documents:

- Privacy Policy

- Customer handbook

Office of the Australian Information Commissioner

www.oaic.gov.au

1300 363 992

Financial Ombudsman Service

www.fos.org.au

1800 637 287

Choice Statement



Choice Statement

Healthcare Australia (HCA) supports the principles of advocacy, which includes the processes of supporting an Individual to protect and promote their rights and interests. Advocacy works to increase the power and control you, as a client, have over your life.

Choice Principles

As a Client you have fundamental right to choose the types of care and services that best suit you needs and preferences. This is called self-advocacy.

What is self-advocacy?

Self-advocacy is being able to speak up for yourself and what is important to you. It means that you speak up for your rights and you can make choices and decision that affect your life.

Self-advocacy is about:

- Speaking on one's own behalf
- Understanding your rights
- Making real life choices
- Learning new skills

However, you may wish to engage an advocate to assist you with your decisions and choices.

What is an advocate?

An advocate is a person who can provide information to you, or who will work with you to resolve an issue related to your rights. They may support you to either speak on your behalf or assist you in self-advocating depending on what best suits you.

How many types of advocates are there?

There are two types of advocates

- People who are specially trained as advocates and trained in advocate services
- Informal advocates such as family, friends and/or mentors

What can an advocate do?

- Help you access information that you need
- Go with you to meetings, interviews, or assessments
- Represent you to have a voice

Legal Authorisations and Orders

You may also choose to put into place legal authorisations for people to make decisions on your behalf if you ever become incapable of making such decisions yourself. These decisions can include personal, lifestyle, treatment, and financial decisions.

Support for Choice

If any conflict arises either during the assessment process or at any time during the provision of care, HCA will support you by:

- Making sure all parties understand what goals you seek to achieve
- Establishing an agreed timeframe to review your goals and what has been achieved
- Providing information on independent advocacy services that may be able to support you with your decisions
- Providing information on legal authorisations and orders – this may differ from State to State

If an occasion arises that HCA cannot support your choices for care and services, we will:

- Record the concern as a complaint and follow the complaints procedure
- Provide information for you to further discuss with either an advocacy service or if appropriate the Aged Care Quality and Safety Commission
- Support you to find an appropriate service that can support your choices for care and services

Who to contact if I need advocacy:

HCA will also help, support, and advise you if needing any type of Advocacy representation.

References and related documents:

- Customer Handbook

People With Disability Australia
website: <https://dsa.org.au/news/advocacy/>
1300 372 121

Woman with Disabilities
wwda.org.au
0438 535 123

National Disability Abuse and Neglect Hotline
[1800 000 052](tel:1800000052)

NDIS Quality and Safeguards Commission
1800 035 544

Risk Statement



Risk Statement

Healthcare Australia (HCA) is committed to enabling clients to live their best life possible, by having freedom to make decisions and choices that could expose them to a level of risk. HCA's responsibility is to ensure the client decisions are informed and the exposure to risk is understood.

Risk Principles

Dignity of Risk has been described as 'the principle for allowing an individual the dignity afforded by risk-taking, with subsequent enhancement of personal growth and quality of life'.

HCA supports the idea that dignity of risk can:

- Improve autonomy
- Improve social interaction
- Improve health
- Maintain independence
- Allow clients to live their lives in accordance with their values and personality
- Create self-determination and feelings of worth

Actions

HCA is committed to protecting the rights of our clients, and this includes matters related to choice, decision-making and independence. Will we acknowledge that you have the right to refuse treatment, recommendations, or care which we believe will maximise safety and independence in their home.

As part of the acknowledgement of risk, a Care Coordinator will work with you to establish:

- Capacity of understanding the risk
- Possible impacts resulting from the risk including staff safety
- Legislative requirements for HCA

- Your functional capability
- The risk rating – what is the likelihood of occurrence and consequences of the risk
- Strategies that can be implemented to reduce the risk
- Timeframe to review the risk
-

References and related documents:

- Risk authority form
- Choice statement
- Rights statement
- Diversity Statement
- Customer handbook

Medication Statement



Medication Statement

Healthcare Australia (HCA) is committed to providing an over-arching framework in the safe administration of medication that ensures the medication service is delivered in a safe and competent manner.

Medication Principles

HCA will ensure all your staff have the required knowledge to provide medication support

If you need support to administer your medication, HCA requires that you must have a current Medication Authority (completed by GP or other prescriber)

Your Medication Authority will be reviewed every 12 months or earlier if required

Changes made to your Medication Authority must be communicated with your local pharmacist responsible for packing your Dose Administration Aid (DAA)

Medications both regular and PRN can only be administered via a DAA (Dosage Administration Aid) and must be packed by a Pharmacist (exceptions patches, creams, liquids, aerosols)

You are encouraged to have a medication list of all your prescription and non-prescription medicines (ask your pharmacist or GP to provide)

Actions

HCA will meet with you to discuss your medication support needs. The degree of support required will be clearly documented in your Support Plan.

The levels of assistance and support in NDIS are:

- Prompting
- Verbal reminding or asking if you have already taken your medication.
- Assist-Administer
- Physically assisting you with the administration of your medication. Includes removing medication from the DAA and assisting you to consume the medication. You are unable to place medications into your mouth and swallow without physical assistance by a support worker. You find it difficult to articulate, the number of medications, what they are for, and the regular colours.

Medication Event or Concerns:

If your medication support needs change, you can call or email HCA

You can report any adverse event relating to your medicines or seek information about them via the Adverse Medicine Events (AME) line 1300 134 237 between 9am and 6pm (AEST) Mon-Fri.

If you are feeling unwell or concerned about your health relating to your medicines phone your GP or if it is an emergency call 000 for an ambulance.

References and related documents:

- HCA Medication Policy
- HCA Medication Authority Form
- NDIS service standards
- HCA Privacy Policy

Money Statement



Money Statement

Healthcare Australia (HCA) aims to promote and maintain the independence of Clients in all aspects relating to the support and services they receive, including the control of money matters.

Money Principles

As the Client, HCA encourages you to maintain control of your financial affairs, thus avoiding overdependence on others. In instances when support is needed, and given, good practices will to be implemented and observed, to promote trust and avoid disputes, misunderstanding or suspicion. This principle extends to the issue of conducting business transactions either in association with, or for a customer. Such business transactions are expressly forbidden

Actions

Handling cash

In most circumstances, visiting staff will support you to maintain your financial independence, including paying for groceries, paying bills and visiting the bank.

This support includes:

- Assisting with note/coin recognition
- Assisting to read accounts (utility accounts etc) for payment
- Assistance to a location where you need to pay a bill or your local bank

This support excludes:

- Collecting cash on your behalf including withdrawing of money from the Bank. Support workers are never to know your PIN number.

Exceptional circumstances:

Due to an illness, you may be finding it difficult to continue with your shopping and bill paying. A HCA coordinator will discuss your options and assess what safe practices can be put into place to ensure your financial management.

Such arrangements could include using your card for small purchases that enable pay wave. For example, at the local supermarket, a support worker can purchase essential grocery items on your behalf and use your card and pay wave to complete the transaction. It is encouraged that a separate bank account with a small amount of available funds would be used for these times.

HCA has a My Money transaction record that would be required to be signed by both yourself and the support worker. It details amount of money given or card, receipted amount and change given. Staff will be able to use cash or card but never offer to disclose PIN details.

Shopping and paying bills

If you require assistance with shopping the following general rules apply:

- You will have the right to choose which shop/outlet you wish to visit
- Staff cannot accept any special offers exist such as “Buy one get one free”, or “extra points” (loyalty cards) from you
- HCA does not endorse staff using your money directly from a purse, wallet, jar, etc to pay for items on your behalf

Valuables and property

While safety and insurance of your home remains your responsibility, HCA have strict guidelines for visiting staff to ensure protection of your money, valuable and property, while they are at your home.

All support workers are required to treat your property with care, respect and look after any item of property belonging to you, and in particular that which is for the use of the support worker during the course of his/her duties during their shifts. When accidents happen, the support worker will report the incident to HCA, who will be responsible for following the matter up with the you.

Support workers are expressly prohibited by HCA from taking charge/looking after any item or property/money.

Support workers registered with HCA are not permitted to use the customer’s property for their own use.

Including:

- Use of your telephone (land line or mobile);
- Use of your computer or internet facilities
 - unless during the support worker’s duties e.g., home shopping and with your permission
- Use of your television, radio, hi-fi, DVD player etc
- Use of your car or other transport.

For added protection, support workers employed with HCA are expressly forbidden from taking any unauthorised person (including children) or pets into your home.

Business transactions

Support workers must not enter into any business transactions either with, or on behalf of yourself. Transactions may include:

- Mail order purchasing, and acting as “Agent”;
- Lottery or Pools syndicates.
- Holiday clubs;
- Saving schemes, etc.

Selling of goods and services

Support workers of HCA are prohibited from:

- Selling anything to you
- Selling anything belonging to you

Loans

Support workers must never borrow from or lend from you.

Giving advice

Beyond the general assistance mentioned, support workers must never give advice on financial matters even if asked.

Confidentiality

All aspects of your financial affairs are strictly confidential.

Observance/Investigations

Situations could arise when suspicion may fall on the support worker when something is broken, money goes missing etc. HCA take all such instances seriously and make appropriate investigations. If, in the opinion of HCA, there is evidence that some financial irregularity has or may have taken place, or the support worker's honesty is being questioned, then the investigation may be undertaken as part of HCA disciplinary process. In such cases it would be normal for HCA to suspend the support worker whilst the matter is being investigated and formal disciplinary hearings held.

Where there is reasonable cause for belief that a support worker may have done anything, which might harm yourself, including financial harm, HCA is required to refer the support worker to the Human Resources Team and may be required to notify the police.

If you feel any concerns, please:

You can contact HCA via phone, email or in person at our offices throughout Australia. complaints@hcahome.com.au
1300 422 111

References and related documents:

- Complaints Flowchart
- Privacy Policy
- Money and Property Procedure

Transport Statement



Transport Statement

Healthcare Australia (HCA) is committed to transporting clients in the safest, most efficient, and comfortable manner possible.

Transport Principles

During your initial assessment, you will be given the opportunity to discuss your transport requirements and expectations.

An HCA representative will discuss with you and your nominated representative about the expectations and responsibilities to ensure HCA workers can assist and support you reach your destination safely.

Service Level Agreement (SLA) should outline the need for workers to transport you in a vehicle to access the community, and whose vehicle is to be used (the worker's own vehicle or the client's vehicle). The same information should also be documented in your support plan, booking notes, and other relevant records.

Agreement and support plan must be signed and agreed upon by you and HCA. Service Level Agreement is signed agreement of service and support provision between HCA and the client; therefore, it is important that the following principles are adhered to.

- HCA workers may transport you and your dependent persons in the vehicle to assist you to access the community. However, the dependent persons should be identified as part of the service level agreement (SLA) phase.
- HCA workers will not transport other persons alongside you (e.g. friend, family member who is not dependent on you) unless indicated in the service level agreement (SLA).

Actions & responsibilities

HCA's Responsibilities

- HCA will ensure your Support Workers have a valid driver's license and comprehensive car insurance
- HCA will check the vehicle matches your support needs
- HCA workers responsibility is limited to the clients whom HCA has the agreement with. Health and safety of children,

Your responsibilities

- You must not smoke in a motor vehicle whilst being transported
- You agree to have a roadworthy vehicle, ensuring it is mechanically safe (if using your vehicle for transportation) HCA will require proof of registration and insurance
- Have a clean vehicle, free from clutter or debris that may cause injury (if using your vehicle for transportation)

References and related documents:

- Transporting Clients Safely in the Vehicle Guidelines
- Customer handbook
- NDIS Practise Standards - Core Module
- Rights & Responsibilities – 2
- Provider Governance & Operational Management – 3
- Provision of Supports - Environment – 4
- Support provision environment
- NDIS Code of Conduct

Also, all other HCA overarching Policies, Procedures, Standards, Flowcharts, information and guidelines relating to HCA's service management standard.